

# News On The **MOVE**

FALL EDITION - 2010

## **Maureen Beal nominated for Ernst & Young Entrepreneur Of The Year® 2010 Award**



National Van Lines would like to congratulate CEO Maureen Beal on being named a finalist for the Ernst & Young Entrepreneur Of The Year® 2010 Award! At an awards gala in June at the Sheraton Hotel & Towers Chicago, the 28 finalists were honored for their vision, leadership and spirit.

The award celebrates those who are building and leading successful, growing and dynamic businesses, recognizing them through regional, national and global awards programs in more than 135 cities in 50 countries. Awards are given to entrepreneurs who demonstrate extraordinary success in the areas of innovation, financial performance and personal commitment to their businesses and communities. Those who win on the regional level will then be considered for awards on the national level as well as the overall Ernst & Young Entrepreneur Of The Year® 2010 Award.

"For the past 24 years, Ernst & Young has honored outstanding entrepreneurs through our Ernst & Young Entrepreneur Of The Year® 2010 Award program," said Randy Tavierne, Ernst & Young Partner and Midwest Strategic Growth Markets Leader. "These entrepreneurs make a tremendous difference within our communities and for our larger economy. We thank them for the positive impact they've had in the Midwest."

"I was proud just to be nominated for the award," shared Maureen Beal. "Being considered as a finalist was really an honor and so humbling. The finalists were all truly amazing entrepreneurs and I was honored just to be considered amongst them. It was a great experience!"

Congratulations to all of the finalists, especially the Ernst & Young Entrepreneur Of The Year® 2010 Award Winners:

- Lifetime Achievement – James Tyree, Mesirow Financial
- Emerging – Dale Pollak, vAuto
- Master – Charles T. Angell, Newly Weds Foods
- Technology – Cary Chessick, Restaurant.com
- Retail and Consumer Products – Dave Lindsey, Defender Direct, Inc.
- Health Sciences – Mary A. Tolan, Accretive Health, Inc.
- Private Equity/Venture Capital - Mark F. Santacrose, Tecta America Corp.
- Transportation/Logistics – Bryan Bedford, Republic Airways
- Financial Services – Thomas S. Ricketts, Incapital Holdings LLC

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## MOVING BACK ...

National Van Lines is pleased to announce our new Vice President of Sales and Agency Development, Mark Doyle!

Mark is no stranger to National Van Lines. Mark was first hired in 1986 and was promoted to this same position in 1994, leaving in 1997 to open his own successful agency.

According to Maureen Beal, "We had been looking for a Vice President of Sales and Agency who would come to us with excellent experience, a good work ethic and an understanding of our culture. Most importantly, we were looking for someone with a great attitude. We feel we have found that person in Mark Doyle."



Mark returns to National with a purpose. With the knowledge of what it takes to succeed as an agent, combined with his corporate experience, Mark is determined to focus on new agent recruitment and play an active part in the growth and development of existing agents. "I'm looking to rebuild the infrastructure of the department by developing a dynamic and consistent approach to recruitment, while at the same time serving as a working liaison promoting sales growth and providing a responsive agent-oriented development staff," states Mark.

A 10-year Certified Moving Consultant, Mark is committed to quality, demonstrated by his service on the Board of Directors for the Chicago and Northern Illinois Better Business Bureau. Mark adds, "The BBB promotes and endorses self-regulation and ethical business practices, and the culture and strategic vision of National Van Lines is a great example of that discipline." Mark and his wife, Erin have two daughters, Brittany (15) and Melanie (8). The DoYLES reside in Naperville and enjoy bike riding, tennis, swimming and family golf outings.

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## MOVING UP...



Congratulations to Len Bambach, National Van Lines newest Vice President! Len has been promoted from Director of Operations to Vice President of Operations. Len's promotion comes on the heels of Roger Harl's retirement this month. "I know I have some pretty big shoes to fill," says Len. "I have been lucky to work with Roger for the past 5 years. Now, I'm excited to take on this role, working with the best agents, drivers and operations staff there is." Len's extensive training has given him the background it takes to lead an operations team.

He started in the moving and storage business over 30 years ago, sweeping the warehouse floors at a local moving company. From there he has worked for numerous van lines and agencies in literally every aspect of the moving business. "It's incredible," says Maureen Beal. "He has truly worked his way through the ranks and learned the moving business inside and out. He's been a warehouseman, packer, driver and that's before he moved into management! Since then he has worked in customer service, sales, agency, safety, driver training and operations. I can't imagine a more qualified, well rounded leader for the operations team."

Len's staff is happy to hear of his promotion too. "I've worked with Len for the past 5 years and he's a great mentor," says dispatcher Wilma Justice. "He is the definition of leading by example. He'd never ask us to do anything he wouldn't do himself and is always willing to dive in and help solve any problem."

When Len is not at work, he's usually spending time working on one basement project or another. Len and his wife Peg, have two daughters, Megan and Ashley, a son Zach, (who also works at National Van Lines), and 5 grandchildren.

## and MOVING ON...

Maureen Beal, honored Roger Harl with a retirement luncheon, recognizing his more than 15 years of service to National Van Lines as Vice President of Operations. Maureen remembered her first meeting with Roger and her impression that he was a genuinely nice man. “Actually, I was a little concerned that he may have been too nice to be the head of Operations,” Maureen said with a smile.

Under Roger’s tenure as Operations VP, National undertook a complete overhaul of the dispatch function transitioning from hard copy dispatch tickets and boards to fully automated dispatch functions allowing schedulers to view and determine most effective capacity usage by monitoring revenue per mile, per shipment and per trip. According to Maureen, “With this enormous project, Roger moved us into the high-tech age. We will see the benefit of those improvements for many years to come.”



Maureen and Roger at Retirement Luncheon

Even more beneficial to the National system was Roger’s ability to attract quality drivers to the system. One of those drivers, Driver of the Year 2004-05, Dave Smith remarked, “I will miss my conversations with Roger – he always made me feel that my concerns were heard and would be addressed.”

Roger admitted that he had no definitive plans for his retirement, other than to finish a few projects at home and to spend more time with his son, Bryan, a Kendall County Sheriff’s deputy; and daughter Meghan, mother of 5-year old granddaughter, Gianna. “It will be good to sit back and relax, work around the house and pay more attention to my family!”

Speaking to the group of National employees and friends at the luncheon, Roger reminded them that too often today companies aren’t loyal to their employees. “You need to know that National Van Lines is the exception. Maureen Beal really cares about this company and its most valuable asset - the employees. It’s been a great place to work, and the way the employees are treated was the best reason to stay. I’m going to miss you all.”



Employees signed a rocking chair “for all of Roger’s free time”

## NATIONAL ASSOCIATION OF REALTORS STUDIES THE IMPACT OF HOMEOWNERSHIP ON COMMUNITIES

Homeowners are more active in their communities, benefit from improved education opportunities, and report higher levels of self-esteem and happiness when compared to renters, according to leading research. A new report from the National Association of Realtors®, *Social Benefits of Homeownership and Stable Housing*, explores the impact of stable housing and the positive social outcomes resulting from homeownership.

“Homeownership is an investment in your future – home is where we make memories, build our lives and feel comfortable and secure,” said Vicki Cox Golder, owner of Vicki L. Cox Real Estate in Tucson, Ariz. “Owning a home has long-standing government support in this country because homeownership benefits individuals and families, strengthens our communities and is integral to our nation’s economy.”



NAR’s study identifies research from government, industry and academia that identified the relationship between homeownership and stable communities. Homeowners move far less frequently than renters, and therefore are embedded into the same neighborhood and community for longer. This allows for social cohesion, ultimately resulting in social benefits and stronger communities.



“Realtors® care as much about keeping families in their homes as they do about helping them find the home of their dreams,” said Golder. “Social benefits do not arise solely from ownership, but also from greater housing stability and social ties associated with less frequent moves among homeowners.”

Several research studies cited in the NAR report have found that homeownership has a significant impact on educational achievement. For instance, the decision by teenage students to stay in school is higher for those raised by parents who are homeowners compared to those whose parents are renters. Access to economic and educational opportunities are also more prevalent in neighborhoods with high rates of homeownership. Furthermore, studies have shown that changing schools frequently due to moving impacts negatively a child’s educational outcome.

- Civic participation is another social benefit resulting from homeownership and stable housing. Homeowners are proven to be more politically active and are more likely to vote in local elections compared to renters. In addition, homeowners have a higher membership in voluntary organizations.
- Studies have shown that homeowners are more likely to believe that they can do things as well as anyone else, and they self-report higher ratings on their physical health. “The research shows that homeowners report higher self-esteem and happiness than renters, resulting in better overall health, both physically and psychologically,” said Golder.
- When it comes to property, homeowners have more invested both financially and emotionally. Property crimes affect homeowners directly, but non-violent property crimes can impact the property values of the entire neighborhood. Therefore, homeowners are more motivated to deter crime by forming and implementing voluntary crime prevention programs. In addition, it is easier for homeowners to recognize perpetrators in stable neighborhoods because of extensive social ties. Unstable neighborhoods often display social disorganization which can lead to higher levels of crime.
- Along with protecting their home and neighborhood from crime, homeowners spend more time and money maintaining their home than renters. Neighbors also influence other homeowners to improve their property, resulting in a better overall quality of the community.
- “Homeownership certainly contributes to positive social outcomes, but those outcomes are truly a result of stable housing communities,” said Golder. “With strong social ties and a cohesive community, homeowners can enjoy not only the long-term financial benefit of owning a home, but also a more satisfying life – which is what’s really at the heart of the American Dream.”





## RELAY FOR LIFE 2010



Relay for Life signifies a lot of things for a lot of people. It's a chance to honor loved ones lost to cancer; it's an occasion to be strong for loved ones who are fighting cancer; and it's an opportunity to help strangers you don't even know who fight this disease every day.

But for those who know the story behind Relay for Life, they also know that it means that one person can truly make a difference.

Relay for Life started in 1985 when Dr. Gordy Klatt, a colorectal surgeon, walked and ran a track for 24 hours to raise money for the American Cancer Society. This one man's passion turned into a global event and is the single largest fundraiser to end cancer worldwide. Over 3.5 million people participate in Relay for Life every year just in the United States alone. Relay for Life also takes place in 20 other countries!

National Van Lines' employees were proud to participate in Relay for Life again this year. Employees raised over \$4,000 for the 2010 Relay for Life through various fundraisers including ice cream socials, breakfast burritos, a raffle and even by donating \$5 to participate in a casual day!

Fifteen employees from National attended the Relay for Life walk in Oak Brook Terrace where hundreds gathered to support Dr. Klatt's dream. Attendees walked and ran the track, bands played and a touching luminaria celebration honored loved ones lost to cancer.

Thanks to all who supported this event and made a difference in the fight against cancer!

## 5TH ANNUAL WINDY CITY RUBBER DUCKY DERBY



National Van Lines enthusiastically sponsored the 5th Annual Windy City Rubber Ducky Derby again this year helping sell 30,000 duck adoptions for a complete SELL OUT! This year's event raised more than \$255,000 for the programs of Special Olympics Illinois.

Chicago mascots like Tommy Hawk from the Stanley Cup winning Blackhawks entertained guests at the Family Festival prior to the splashdown. Kids of all ages got "quacking" with face painting, balloon animals, snow cones and more at the Festival as they waited for splashdown.



The event was an enormous success despite record temps in the 90's in downtown Chicago. Appropriately clad in their sunglasses, all 30,000 ducks were adopted by race time; eight "exhausted" ducks won great prizes for their lucky "adopters" including a Shopping Spree Weekend on the Magnificent Mile in Chicago. Daryl Hawks, sportscaster for Chicago's NBC5 news was on hand to assist in calling the race, and Special Olympics Global Messenger Molly Sosnowski did the honors pulling in the winning ducks from the Chicago River.

Kudos also go to the National Van Lines employees who spearheaded the massive effort again of collecting all the ducks from the river and getting them back to the warehouse to be re-packed for the next race. Thanks to all the employees, agents and drivers for adopting ducks again this year! Your donations will make a difference in the lives of the Special Olympics athletes in Illinois!

## EXPO FOR SPECIAL KIDS



National Van Lines drivers Bill and Dorie Race, Dave and Brenda Stewart, and Tony Jenkins supported the Expo for Special Kids in Indiana August 13-15. The fair is a fun filled day for adults and kids with intellectual and developmental disabilities. The drivers participate in the event, designed to be a special day focused only on these very special people. They distributed National Van Lines coloring books and Frisbees to help make the day more fun. The drivers also gave kids tours of their trucks and even rides where the kids love to blow the horn!

Many thanks to the participating drivers for sharing their wonderful experience with us!



## PEOPLE ON THE MOVE

### NEW HIRES

#### **NATIONAL VAN LINES**

Mark Doyle - Vice President  
Sales and Agency  
6/14/10

#### **NATIONAL FORWARDING**

Stephanie Benitez - International  
4/23/10

Heather Cenek - Move Management  
6/3/10

Megan Conry - Move Management  
7/8/10

### **RETIRED**

Roger Harl, Vice President  
Operations  
8-31-10

### **PROMOTED**

Len Bambach Vice President  
Operations  
9-1-10

### NEW ADDITIONS TO THE NATIONAL VAN LINES AGENT FAMILY WELCOME!

1943  
SHUR-WAY MOVING & CARTAGE  
August 1, 2010  
Libertyville, Illinois  
Doug Brzezinski

825  
WESTRANSCO, INC.  
August 25, 2010  
Anaheim, California  
Alex Milovic

### X-CARD WINNERS

Booking Agent  
**Victor Rose**  
University Moving & Storage Co., Inc.  
Seattle, Washington

Delivery Driver  
**Zachary D. Hayes**

Delivery Driver  
**Julius E. Avery**

Loading Driver/Agent  
**Joe Bonnie and Son**  
Delray Beach, Florida

Loading Driver/Agent  
**Pro Movers, Inc.**  
Aurora, Illinois





The National Van Lines Winner's Circle Sales Conference has a new location this year! Winner's Circle members will gather October 21-23rd at the Marriott in Schaumburg, IL.



The Winner's Circle is an organization all about connecting National Van Lines salespeople. These connections increase salespeople's knowledge base, create resources, and foster healthy working relationships with other agencies. The organization creates a tight network across the country that helps our salespeople serve our customers better!

The Winner's Circle Sales Conference has been created by sales leaders for sales professionals of all levels. Events include a general session where attendees rotate tables so that they participate in discussions with every other attendee; sales business theatre; interactive receptions and much more. All information and discussions are sales and service based only!

This year's sales conference is the third bi-annual Winner's Circle sales conference. Whether you are new to the sales conference or are a charter member, the conference is designed to encourage interaction between attendees. Attendees are given opportunities through table discussions, games and interactive receptions to get to know other attendees and to share ideas while learning from peers.

The Winner's Circle even has a brand new Facebook page for attendees to get acquainted before even attending the sales conference! Once registered, attendees can access the Facebook page for updated information, discussion boards, and pictures!

We hope to see at least one sales representative from every agency at the sales conference this year! Don't be left out of this important network!

For more information or to register for the sales conference, please visit <http://nvlsalesconference.com> or call Jorja Coulter at (800) 323-1962 ext. 2927.

